Fannie Mae

Condo Project Manager FAQs

Find answers to commonly asked questions about Condo Project Manager™ (CPM™).

Changes since the last update are marked either **NEW** or **UPDATED**. Minor (non-substantive) wording, number, and heading changes are not marked.

Contents

Access *1*

General *2*

Support *7*

Access

Q1. **How do I register for CPM as a Fannie Mae-approved seller/servicer?**

Contact your Corporate Administrator or Technology Manager Administrator to register as a user and request access to CPM through Fannie Mae's Technology Manager. For assistance, call the Technology Support Center at 800-232-6643, Option 1, then Option 1 again.

Q2. **How do I access CPM after registering?**

Access CPM from the Condo Project Manager page on our Single-Family website.

Q3. **How do I find my Corporate Administrator for Technology Manager?**

Call the Technology Support Center at 800-232-6643, Option 1, then Option 1 again.

Q4. **What are the technical requirements for using CPM?**

CPM is supported by multiple web browsers, but Chrome generally provides the best user experience. See the Technology Requirements for more information.

Q5. **Can third-party originators request access to CPM?**

Yes. Correspondent lenders that are not Fannie Mae-approved seller/servicers (non-sellers) may request access through Technology Manager to certain CPM functions. Refer to the Correspondents' Toolkit for Condo Project Manager (CPM) and CPM Non-Seller Access Quick Guide for more information.

Mortgage brokers cannot access CPM and should contact their seller/servicer aggregators for information about project eligibility.

> **NOTE:** *In Technology Manager, CPM access for non-sellers is listed as **CPMA Correspondent**.*

© 2026 Fannie Mae

Q6. **Can correspondent lenders view projects with Approved by Fannie Mae status in CPM?**

Correspondent lenders (non-sellers) with CPM access may search for projects or phases, view a project/phase status, and generate the Lender Certification Activity report in CPM. For details on requesting access, see Q5. For information about CPM reports, see Q35.

Q7. NEW: **What should I do if I cannot open CPM or continue to receive an error message?**

Clear your browser cache (make sure to select "for all time") and then reopen CPM. If the issues continue, call the Technology Support Center at 800-232-6643, Option 1, then Option 1 again.

General

Q8. **What reports are available in CPM?**

The Lender Certification Activity Report is a list of saved project/phase certifications completed by CPM users in your organization. This report is available only to seller/servicers and correspondent lenders. The report is available in Excel and can be exported and filtered. See Q35 for more information.

> **NOTE:** *From the CPM home screen, users may search by project name or address to determine if a project has an Approved by Fannie Mae status or Unavailable status.*

Q9. **Do I need CPM to sell Fannie Mae a loan secured by a condo unit?**

Lenders must confirm the project does not have an Unavailable status in CPM, regardless of the project review method used to underwrite the loan. Refer to Selling Guide, B4-2.1-03, Ineligible Projects.

For lender-delegated Full Reviews, lenders must use CPM to determine project eligibility, except for projects containing manufactured homes. Lenders must maintain the unexpired CPM certification in the loan file to document the eligibility decision. See Selling Guide, B4-2.2-02, *Full Review Process*.

> **NOTE:** *See the Condo Project Eligibility in Desktop Underwriter® (DU®) FAQs for information about loans that receive the CPM Approved by Fannie Mae message in DU.*

Q10. UPDATED: **How do I search to confirm if a project has already been entered in CPM?**

From the CPM Home welcome screen:

- Enter the project name or other available information, such as address or state.
- Click on the **Search** button.
- Review the projects on the **Search Results** page. If no matching projects are found, CPM displays a **No Results Found** message.
- To broaden the search, use one or two consecutive key words from the project name.

> **NOTE:** *Clear the search criteria before searching for another project.*

© 2026 Fannie Mae

Q11. **UPDATED: My search did not return an exact match. Should I request the project be added to CPM?**

No. First, broaden the search by using a partial project name to return more results. The project may already be in CPM under a slightly different name.

> **NOTE:** *Use one keyword or two keywords from the project name to broaden the search.*

For example, if you enter "*Sunrise **at** the Beach*" and CPM returns "*Sunrise **on** the Beach,*" try searching with keywords "**Sunrise"** or "**Sunrise Beach**" to return additional results.

If the project is still not found, use the **Add a New Project** feature in CPM. See Q13 and Chapter 3 of the CPM User Guide.

Q12. **UPDATED: My search returned duplicate entries for the same project. What should I do?**

Please notify Fannie Mae in CPM by submitting an **Edit Project** request. In the request comments, enter: "Duplicate entries for [CPM_ID] and [CPM_ID]". Fannie Mae will research the request and remove any confirmed duplicate entries.

Q13. **UPDATED: How do I add or update a project or legal phase in CPM?**

To add a project: Perform a broad search and review potential matches to avoid creating a duplicate project. If no matching project is found, select **Add a New Project**.

To update a project/phase: Open the applicable project/phase and select **Edit Project** or **Edit Phase**.

For step-by-step instructions, see Chapter 3 of the CPM User Guide.

Q14. **NEW: Why are some CPM options or requests not available or grayed out?**

You may have **Read-only** access. Users with Read-only access can view their organization's requests and **Request Feed** items but cannot access certain CPM functions (e.g., add or update a project/phase, request a status review, or certify a project/phase).

Only Fannie Mae-approved seller/servicers and correspondent lenders with **User** or **Admin** roles can access these CPM functions. To request additional access, contact your organization's Technology Manager Administrator. See Q1 and Q3 for more information about CPM access and user roles.

Q15. **NEW: I received an email notifying me that Fannie Mae is requesting additional information in CPM. Where can I find the details of this request in CPM?**

Open the project in CPM, expand the **Request Feed** section using the blue caret (^), then review these sections:

- **Activity** – View the **Additional Information Required** status, updates, and comments.
- **Communication** – View messages related to the request.
- **Documents** – Upload any requested supporting documents.

> **NOTE:** *You have 10-business days to respond. CPM has a 500 MB file-size limit.*

© 2026 Fannie Mae

Q16. **NEW: Can I provide additional information after submitting a request?**

Yes. Open the project in CPM, expand the **Request Feed** section using the blue caret (^), and select **Communication** under **Request Details** to add comments or provide additional information while the request is open.

Q17. **NEW: Can I review documentation submitted by another lender to update a project's Unavailable status or support a Fannie Mae approval?**

No. Supporting documentation is available only to the lender that submitted the request.

Q18. **NEW: How can I better understand the reason a project has an Unavailable status in CPM?**

Review the **Comments** section in CPM for additional information. Review the Selling Guide, B4-2, Project Standards, for requirements related to the project's status and the reasons the project is unavailable. For additional clarification related to project eligibility requirements, call the Selling Guide Support Team (SGST) at 800-232-6643, Option 1, then Option 2.

> **NOTE:** *If you determine the project's status is no longer accurate, submit a **Status Review** request in CPM.*

Q19. **NEW: Who can help me review project documentation to determine eligibility?**

The Selling Guide Support Team (SGST) can answer general questions about project eligibility requirements but cannot review documentation or determine a project's eligibility. Unless a project is submitted through the Project Eligibility Review Service (PERS), the lender is responsible for determining project eligibility. CPM supports this process by guiding the lender through certification questions and applying automated certification business rules based on responses. Lenders typically assign the review to designated condo or project review personnel or underwriting staff.

See the PERS Overview for information on the PERS process. If you determine that a project's status in CPM should be updated, submit a **Status Review** request in CPM. See the CPM User Guide for instructions on submitting documentation.

Q20. **NEW: Can I submit policy questions in CPM?**

No. Use AskPoli® for answers to policy questions or call the Selling Guide Support Team (SGST) at 800-232-6643, Option 1, then Option 2.

Q21. **How do I certify a new project or legal phase in CPM?**

CPM guides you through the certification process by presenting a series of questions. See "Recertifying a Project (or Phase)" in Chapter 4 of the CPM User Guide for instructions on certifying and recertifying a project or legal phase.

Q22. **How can I print a certification?**

Open the certification, then print or save the screen. Keep a copy of the lender-specific certification in the loan file. See Chapter 4 in the CPM User Guide.

© 2026 Fannie Mae

Q23. **My current certification has a Guide Ineligible status. How do I update it in CPM?**

Search for the project, select the project/phase name, and then select **View Certification**. On the View Certification screen, select **Recertify Project**, enter the updated information, and then select **Next Section** to continue through the certification. See "Recertifying a Project (or Phase)" in Chapter 4 of the CPM User Guide.

Q24. **Can I use another lender's certification in CPM or view another lender's entries?**

No. A lender's certification and related entries are visible only to the lender that certified the project/phase.

Q25. **How does a project receive the Approved by Fannie Mae status in CPM?**

Lenders may request that Fannie Mae review and approve projects through Project Eligibility Review Service (PERS). Additionally, Fannie Mae has also developed proprietary review processes to expand the number of project eligibility decisions we provide lenders.

Q26. **Can I tell if a project with an Approved by Fannie Mae status was approved through PERS?**

No. CPM displays the Approved by Fannie Mae status, but will not identify if the approval is through PERS.

Q27. **How must lenders document reliance on an Approved by Fannie Mae status in CPM (including when DU provides the CPM Approved by Fannie Mae message)?**

Lenders must meet the applicable loan delivery requirements, including:

- deliver the 6-digit CPM ID in ULDD (SID 39) FNMCondominiumProjectManagerProjectIdentifier
- use Project Type Code T for condos or Code 2 for co-ops
- deliver the 9-digit Phase ID (SID 49.2) when Fannie Mae's approval is for a legal phase

Maintaining a CPM screenshot or other documentation in the loan file is optional.

Q28. **Can I certify a project in CPM if it has an Approved by Fannie Mae status or an Unavailable status?**

Generally, no. When Fannie Mae has made the eligibility determination, the certification option is not available in CPM, and lenders should rely on that decision. However, if lenders discover information that may make a project ineligible, lenders must notify Fannie Mae within five business days after discovery, as described in Selling Guide, B4-2.2-02: Additional Obligations of the Lender for Projects Approved by Fannie Mae.

> **NOTE:** *A lender may certify a project with an Approved by Fannie Mae status only when the certification option is available in CPM, typically as Fannie Mae's approval nears the expiration date.*

Q29. **Why is the lender certification option not available in CPM?**

The certification option in CPM may not be available or is disabled for several reasons, including:

- **Project Status:** Certification is not permitted If the project has an Approved by Fannie Mae status or Unavailable status in CPM. However, if a project with the Approved by Fannie Mae status is nearing expiration, certification may be permitted as noted by the certification option being available in CPM.

- **Conditional Approval:** Certain projects have a Conditional Approval status requiring Fannie Mae's approval prior to purchasing loans in the project. Refer to the Project Eligibility Review Service (PERS) Overview for additional information on Conditional Approvals.

- **Delivery restrictions:** Certain projects have specific delivery restrictions that require Fannie Mae review, which disables the certification option.

- **Project already certified:** When a lender has already certified the entire project, an individual phase cannot be certified since the lender has represented that the entire project meets Fannie Mae's requirements. To correct erroneous project certifications, refer to Q30 for information on the steps required.

- **Ineligible project types:** Certification is not available for co-ops, manufactured home projects, or projects consisting solely of detached units.

- **Construction or Marketing Phase:** New projects or legal phases with a construction or marketing phase cannot be certified.

> **NOTE:** *CPM users with **Read-only** access cannot certify a project/phase. For details about CPM access and user roles, refer to Q1 – Q7 in the Access section of this document.*

Q30. **I mistakenly certified a new project instead of a new legal phase, but the option to certify the phase is gone. How do I correct this?**

If the project is certified as "New" instead of certifying a specific phase, the project-level certification will override any phase-level certification. To correct this, start a new certification at the project-level but do not finish it and select **Save & Exit** on the second page. This changes the project certification status to **Incomplete** and restores the option to certify a legal phase.

Q31. **Are Limited Reviews processed in CPM?**

No. However, as outlined in the Selling Guide, B4-2.2-01, Limited Review Process, the project in CPM must not be in the Unavailable status and must comply with any delivery restrictions

> **NOTE:** *Per Lender Letter (LL-2026-03), the Limited Review Process is being retired effective with loan application dates on or after August 3, 2026.*

Q32. **Has the HOA Questionnaire been updated, and may lenders share it with HOAs?**

Yes. Fannie Mae updated the Condominium Project Questionnaire (Form 1076) in 2021, and it may be shared with HOAs. Use of the questionnaire is not required, but lenders must underwrite the project according to Selling Guide requirements. English and Spanish versions are available on the Condo, Co-op, and PUD Eligibility page on fanniemae.com.

© 2026 Fannie Mae

Q33. **What should I do if I do not know the answer to a certification question?**

You can use the **Save & Exit** feature to save your progress and research the answer. To resume the certification process, search by Project ID, project name, project address, or **Incomplete** status under Lender Certification Statuses.

Q34. **What does each project status in CPM mean?**

See the CPM User Guide for definitions of each Fannie Mae Review and Lender Certification status.

Q35. **Can I export search results from CPM?**

No. However, you can export the Lender Certification Activity Report from the **Reports** tab. Refer to the CPM User Guide for more information about reports in CPM.

Q36. **Does the activity feed update each time a status is changed?**

Yes. All Fannie Mae status changes are updated in the activity feed section to reflect the latest status.

Q37. **Is there a printable or savable PDF version of the CPM Quick Start Guide?**

No. The Quick Start Guide is a dynamic e-learning experience and is not printable. However, the CPM User Guide contains similar content and is available for printing.

Support

Q38. **Where can I get answers to policy-related questions?**

For most condo policy questions, visit AskPoli®, or refer to the *Selling Guide* B4-2, Project Standards, or call the Selling Guide Support Team (SGST) at 800-232-6643, Option 1, then Option 2.

Q39. **UPDATED: Who do I contact for CPM questions?**

For CPM access and technical questions, call the Technology Support Center at 800-232-6643, Option 1, Option 1 again. For policy questions on project standards, call the Selling Guide Support Team (SGST) at 800-232-6643, Option 1, then Option 2.

Q40. **What other support and training resources are available?**

Various materials are available on our Condo Project Manager and Condo, Co-Op, and PUD Eligibility portal pages. Resources include the CPM Quick Start Guide, CPM User Guide, Non-Seller Access to Condo Project Manager Quick Guide, CPM Release Notes, resources for Correspondents and Non-Sellers, and several FAQ documents.

© 2026 Fannie Mae